

# MALCOLM EDWARDS



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Consultative Strategist · Systems Thinker · Collaborative Information & Process Clarity

## Labor Management Independent Consultant – Apr 2025 – Present

Fractional Business Analytics, Knowledge Management, Graphic Design

- Delivered additional insights by re-framing analyses of vulnerability data. Provided data quality assurance for clients, increasing information confidence, fortifying data-driven decisions
- Advice and client training in AI assisted, legal process design and communications content, building client proficiency with AI tools, maximizing available client billable hours for services.
- Built job performance rubrics and training documentation using stakeholder interviews.
- Transformation of client datasets, enabling clarification of key findings. Cultivation of client self-sufficiency in future analyses.
- Creation of data visualizations, original artwork, and AI-assisted illustrations for clients' employee-facing messaging, improving clarity and engagement on key campaign issues.

## IT Program Manager & ServiceNow Platform Architect

### Tax & Financial Services, Enterprise Services, IT Governance - H&R Block Mar 2016 – Jan 2025

Stakeholder & Leadership

- Strategic direction and process and capability maturation for IT Service Management Program, overseeing CMDB/Configuration, Change, Knowledge, Incident, and Problem Management, enabling ITIL processes to support successful infrastructure transition to Azure Cloud.
- Chaired Root Cause, CAB, and Major Incident reviews, producing executive-ready risk and performance insights. Managed Corrective Actions and follow-up activities for Major Incidents. Documented RCA findings into catalog of Incidents and Known-Errors. Invoked GenAI to structure assembled notes from Major Incident logs, notes, and RCA into standardized documentation. Integrated CI/CD deployments into automated Change Management workflows.
- Partnered with project managers to define and adopt testing and compliance standards across projects

Systems & Process Leadership

- Directed enterprise ServiceNow migrations and integrations, modernizing IT and Enterprise Service Management processes and embedding platform governance across IT and business functions.
- Served as Product Manager and Scrum Master for Agile platform development, maintaining road maps, grooming stories, and tracking delivery performance over multiple release cycles
- Architected and implemented multiple modules/applications (Case Management, GRC, HR, Vendor Risk, Vulnerability) and cross-platform integrations (RPA, IT Asset, Facilities) that scaled operational capabilities enterprise-wide.
- Established a continual process maturity road map, standardizing Agile delivery, platform health monitoring, and compliance, development, and data governance practices.

Compliance & Risk Enablement

- Ensured workflows and procedures complied with GDPR, HIPAA, SOX, SOC2, CCPA/CPRA, AML, FINRA, KYC, and GLBA requirements
- Designed audit-ready processes for privacy and risk controls, and trained teams in vulnerability management, access management, and firewall/whitelisting practices
- Produced compliance dashboards to support managers, service owners, and auditors

Service Management Leadership

- Served as ServiceNow Product Owner, Architect, System Administrator, and IT Service Management ombudsman, aligning platform road map with business, compliance, and enterprise needs
- Chaired major incident and change reviews, fostering collaboration among IT and business stakeholders
- Mentored cross-functional teams on workflows, compliance practices, and analytics adoption, driving continuous service and process capability and maturation improvement.

**IT Service Management Manager, Software Quality Assurance Manager**  
**Financial Services & Regulated Industries — UMB Bank, NA Sep 2006 – Oct 2015**

**Systems & Process Leadership**

- Directed QA and ITSM teams supporting ServiceNow administration, Service Desk, and ITIL practices including Incident, Change, Configuration, Request, and Problem Management
- Aligned delivery with Waterfall and Agile methods, developing project and Agile performance measures to accelerate capability adoption
- Transformed IT Service Desk into a career-development hub, improving delivery maturity, responsibility, and morale across IT operations.
- Managed enterprise adoption of proactive problem management and CMDB service mapping,

**Compliance & Risk Enablement**

- Designed and managed dashboards for Test Management, Service Desk and IT/ESM Request Fulfillment performance, and Incident/Change reporting, enabling data-driven risk-informed decision-making
- Introduced requirements-based testing, test data modeling, and database testing practices to improve test coverage and traceability
- Partnered with asset and compliance teams to embed audit traceability into ITIL process reporting

**SKILLS & TOOLS**

**Business Analysis & Process**

- Agile/Scrum delivery, Product Ownership, Backlog Grooming, DevOps CI/CD
- Requirements Elicitation (UML, BPMN, BRDs, Agile Epics/Stories, Functional & Non-Functional)
- Process Design, Mapping, Performance Analysis, Workflow Optimization, Training, Knowledge Management
- Test Design & Management: Manual, Automated Regression, Database, API, UAT, Load/Performance

**Compliance, Risk & Governance (GRC)**

- Regulatory Frameworks: GDPR, HIPAA, SOX, SOC2, AML, BSA, FINRA, KYC, GLBA
- Compliance Controls, Tests, and Risk Assessment Management
- ServiceNow GRC, Vulnerability Management, Vendor Risk Management Modules

**Data Analysis & Reporting**

- Tools: Mathematica, R, Grafana, Power BI, Excel, Tableau, Looker, SQL, KQL
- AI/ML-Driven Dashboards & Reporting; Mathematica ML/LLM, ChatGPT, Gemini, Claude
- Data Modeling, Process Mining, Telemetry Mining, Incident/Trend , Clustering, Predictive Analyses
- Geographic & Spatial Data Testing (GIS, Census cartography, Demography datasets)

**Enterprise Platforms & ITSM**

- ServiceNow, BMC (Admin & Product Owner), Discovery, Case Management, Demand, Facilities, GRC, HR, ITSM, ESM, Legal, Security Ops, Service Mapping, Vendor Risk, Vulnerability Management, Platform Administration & Governance
- iOffice, Rapid7, Workday, PeopleSoft, Apttus, Active Directory, Brass Ring, Azure, PagerDuty
- ITIL Leadership: Incident, Problem, Change, Knowledge, CMDB, Service Request
- Azure Portal, Databricks, AIOps (Azure): Event Correlation, Clustering, Trend Analysis
- Quality Clouds: Platform Health, Governance, Quality-Gating

**EDUCATION**

University of Missouri, Master of Arts,

*Geography*

Washington University, Bachelor of Arts,

*Spanish and Portuguese*

Pontifical Catholic University of Rio de Janeiro

**LANGUAGES**

Portuguese (fluent)

Spanish (fluent)

Levantine Arabic (intermediate)